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**From:** ServiceDesk v11 Notification [NoReply@state.ma.us]  
**Sent:** 11/3/2011 8:35:58 PM  
**To:** Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]  
**Subject:** EHS Satisfaction Survey for Incident 796073

Incident 796073

Ticket Summary: ARHO - VISIT No network connectivity since power outage from Sunday's storm.

The work you requested of the EHS Information Technology Team has been completed. Incident 796073 is now complete and closed. If you have any dissatisfaction with the manner in which the work was completed and/or feel there are remaining problems, please contact your IT Support Desk and we will reopen your ticket to insure that the remaining problems are addressed to your satisfaction.

In the interest of quality improvement, we ask that you consider completing our brief survey. The purpose of the survey is to identify areas in which our department can make improvement to better meet your expectations. The survey is not mandatory and it is completely anonymous unless you would like to be contacted by an EHS IT Supervisor to personally discuss your recent work requests. We thank you for this opportunity to serve your IT needs and look forward to your comments should you choose to provide them.

To take our survey, please click on the link: